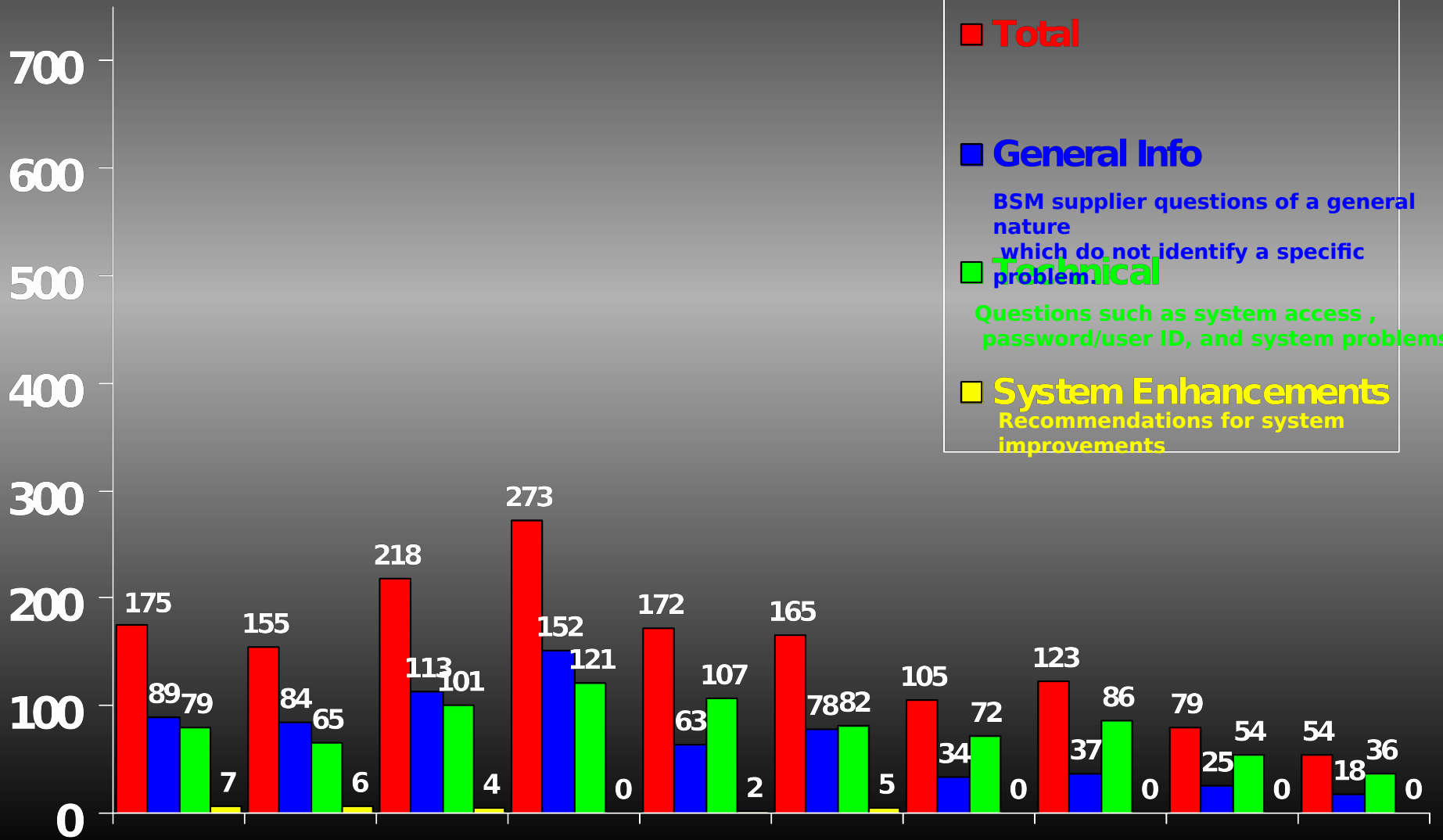




SRweb RELATED CONTACTS

As of 9 Oct 03



Total

General Info
BSM supplier questions of a general nature which do not identify a specific problem.

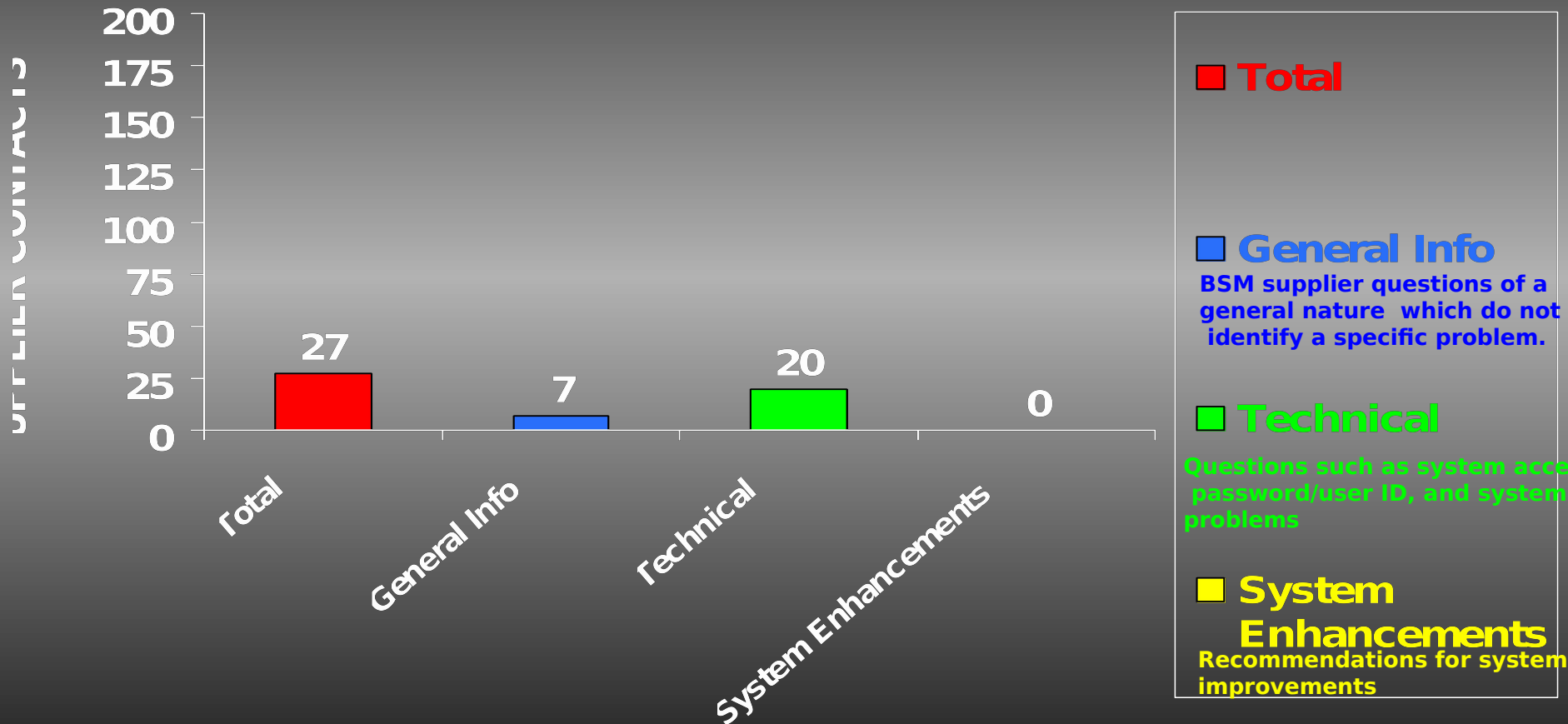
Technical
Questions such as system access, password/user ID, and system problems.

System Enhancements
Recommendations for system improvements.



SRweb RELATED CONTACTS

WEEK OF 3 - 9 Oct 03

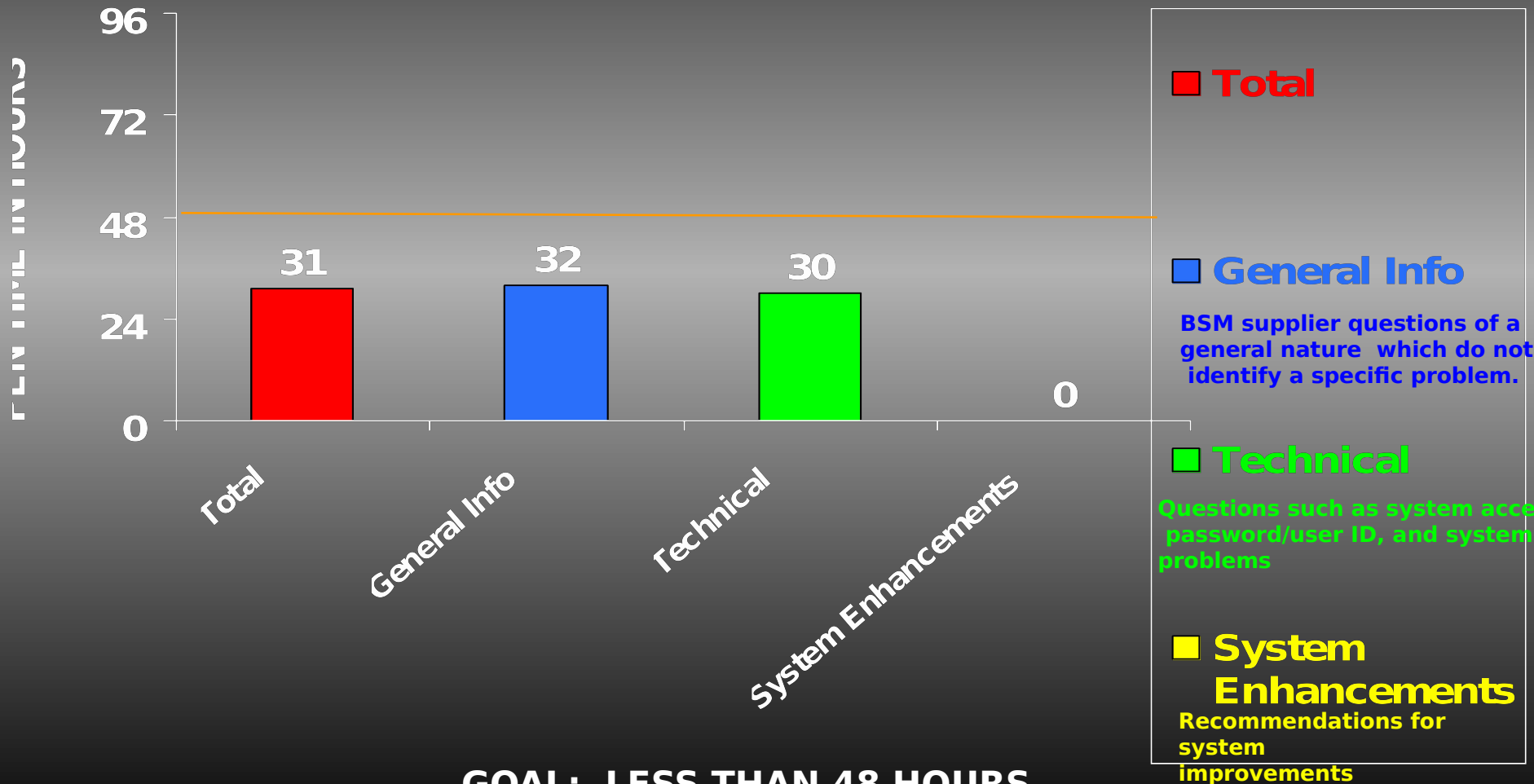




SRweb ISSUES

Average Resolution Time

3 - 9 Oct 03

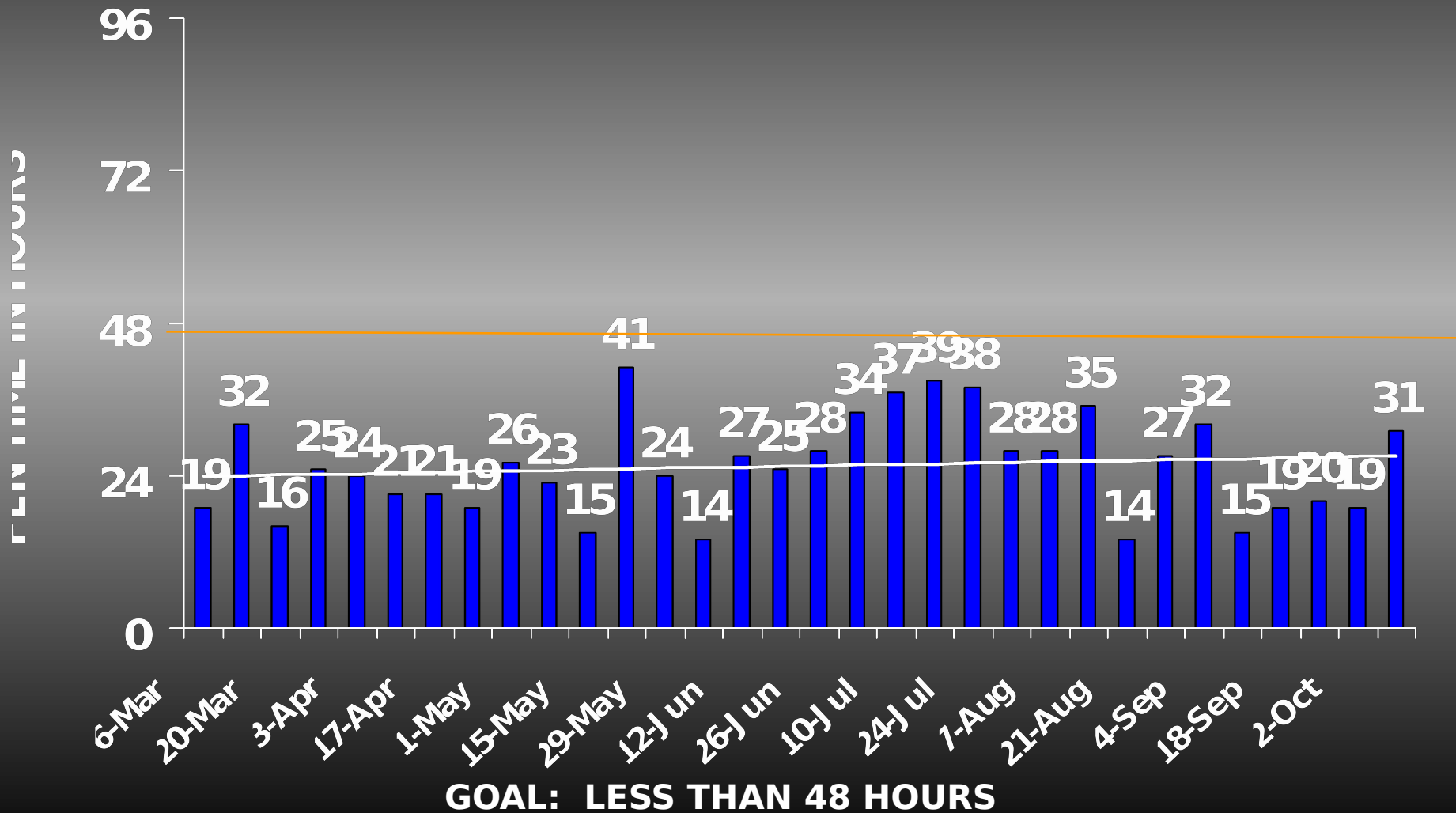


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 9 Oct 03

